FTK 7.5.2 - FTK 7.6 SP3
POSTGRESQL 14.0 - MIGRATION GUIDE
MAY 2023
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Overview

Exterro was founded with the simple vision that applying the concepts of process optimization and data science to how companies manage digital information and respond to litigation would drive more successful outcomes at a lower cost. We remain committed to this vision today. We deliver a fully integrated Legal GRC platform that enables our clients to address their privacy, regulatory, compliance, digital forensics, and litigation risks more effectively and at lower costs. We provide software solutions that help some of the world’s largest organizations, law enforcement and government agencies work smarter, more efficiently, and support the Rule of Law.

Purpose of the Document

The purpose of this document is to provide the steps required to upgrade to Forensic Tools 7.6 and migrate all existing database data from PostgreSQL 11.2 (PG11) to PostgreSQL 14.0 (PG14).

1. Upgrading FTK 7.5.2 to FTK 7.6

1.1 Prerequisites

- A working Forensic Tools 7.5.2 installation should be done using the PostgreSQL 11.2 version.
- All the recent updates of Windows should be installed.
- All the antivirus/malware scanning software should be disabled.
- A physical or virtual dongle is required with an FTK license.
1.2 Forensic Tools 7.6

Notes:

- If any part of the installation prompts to reboot the computer, you must reboot and start over (from step 1 shared below) to ensure all components are installed.
- The database migration process only works for FTK installations from 7.5.2 to 7.6 SP3 version.

Steps:

1. Insert or mount the Forensic Tools 7.6 installation media.
2. Launch the autorun by right clicking and choosing ‘Run as Administrator’.
   - The ‘Forensic Tools Installer’ page is displayed.
3. Click ‘Install Forensic Tools 64 Bit’.
The ‘AccessData Forensic Tools Suite 7.6’ installer welcome page is displayed.

4. Click ‘Next’.
   - The ‘License Agreement’ page is displayed.
5. Accept the terms (EULA) provided in the ‘License Agreement’ page and click ‘Next’.
   - The ‘Setup Type’ page is displayed.

6. Select the required product to be installed from the drop-down menu.

   **Note:** (This is optional) If you are choosing **LAB/Enterprise** and have a FTK Central server installed on a remote machine that you would like this installation to connect to, check ‘Use remote Exterro Server’ and enter the name/IP of your Exterro server.
7. Select ‘Advanced’ installation.

Notes:

- ‘Advanced’ will be the only install type available. This is due to the installer locating an older version of FTK. The installer will then take care of uninstalling the older versions.
- ‘Install product with NO Administrator rights when running’ will mean, the services installed will be run with the currently logged in account. This is not advised for users who may have multiple users with differing permissions on the same system.
8. Select the following components that require updating:
   - Evidence Processor
   - Forensic Tools
   - PostgreSQL

9. Click ‘Install’.
1.3 Installing PostgreSQL 14.0

When upgrading a 7.5.2 system to 7.6 version, the installer will notice PostgreSQL 11.2 on the system and display the `PostgresSafeService` prompt. This prompt is vital for a successful upgrade and migration of database data.

Steps:

1. Click ‘Install new version’.

![PostgresSafeService](image)

   **Note:** Installing this will allow PostgreSQL 11.2 to run alongside PostgreSQL 14.0 version.

   - The ‘AccessData PostgreSQL Setup’ page is displayed with the License Agreement.

   ![AccessData PostgreSQL Setup](image)

2. Review and accept the EULA and click ‘Next’.
3. From the ‘Destination Folder’ setup page, select an **Installation directory** and click ‘Next’.

4. From the ‘Data Folder’ setup page, select a **Data directory** and click ‘Next’.

⚠️ **Warning:** The selected ‘Data Folder’ must be different than the one used by PostgreSQL 11.2 version.
5. From the PostgreSQL Port setup page, select a **Port** and click ‘Next’.

**Warnings:**

- The selected ‘PostgreSQL Port’ must be different than the one used by PostgreSQL 11.2 version. After all migration and upgrade steps are completed, PostgreSQL 14.0 will automatically be set to run on the port originally used by PostgreSQL 11.2 version.
- Selecting the same port will result in the following prompt, you can click ‘Cancel’ to select a custom port or click ‘OK’ to use port 50000.
6. From the ‘PostgreSQL User Create’ setup page, create a ‘Password’ for the database administrator and click ‘Next’.

7. From the ‘Ready to Install the Program’ setup page, click ‘Install’.

8. When the installation is complete, click ‘Finish’.
1.4 Installing Distributed Processing Manager 10.26 (Optional)

This should only be installed for deployments utilizing a Distributed Processing Manager.

Steps:

1. Navigate to the **Distribute Processing Manager** installer from the location provided below:

   <Drive:\Forensic_Tools\Tools\x64\{542277CF-415B-4B41-A70D-DFE36E6BD96A}>

   - The ‘Distributed Processing Manager’ installer page is displayed.

2. Click ‘Next’.
3. Review and accept the EULA, then click ‘Next’.

4. From the ‘Destination Folder’ setup page, select the desired installation folder, click ‘Next’.

**Note:** It is recommended to put the Processing State folder on its own drive, if possible.
Note: The specified account must be a member of the local administrator group and be a domain-level account in a multi-box environment. The ‘Local System’ account should only be used if all components, as well as case and evidence storage are on a single machine.

5. From the ‘Ready to Install the Program’ setup page, click ‘Install’.
6. When the installation is complete, click ‘Finish’.
1.5 Installing Processing Engine 10.26

Steps:

1. Navigate to the Evidence Processing Engine installer from the location provided below:

   \<Drive>:\Forensic_Tools\Tools\x64\{542277CF-415B-4B41-A70D-DFE36E6BD96A}\n
   - The Evidence Processing setup page is displayed.

   ![Evidence Processing Setup Page](image)

2. Click ‘Next’.
3. From the ‘License Agreement’ page, review and accept the EULA and click ‘Next’.

4. From the ‘Destination Folder’ setup page, select the desired installation folder and click ‘Next’.

   Note: Ensure to check Install as distributed processing engine if installing within a distributed environment. Also ensure the Processing Engine is upgraded on all distributed systems.
5. From the ‘Processing Temp Folder and State Folder’ setup page, select the folders where you would like the temporary file stored and click ‘Next’.

**Note:** It is recommended to put the **Processing Temporary folder** on its own drive, if possible.

6. From the ‘Ready to Install the Program’ page, click ‘Install’.

7. When the installation is complete, click ‘Finish’.
1.6 Installing Forensic Tools 7.6

Steps:

1. Select the language for the installation and click ‘OK’.

2. Click ‘Install’ when prompted to verify setup.
The ‘Evidence Forensic Tools 7.6 installer welcome page is displayed.

3. Click ‘Next’.

4. From the ‘License Agreement’ page, review and accept the EULA and click ‘Next’.
5. From the ‘Configuration’ setup page, select the **desired installation folder**, **database host**, and **Exterro Server host** and click ‘Next’.

6. From the ‘Ready to Install the Program’ page, click ‘Install’.
7. When the installation is complete, click ‘Finish’.

8. From the ‘InstallShield Wizard Completed’ screen, click ‘Finish’.

9. Click ‘Yes’ to restart the system.
2. FTK 7.6 SP3 - Patching Process

2.1 Which components should this patch be applied to?

- Exterro FTK Suite 7.6 and later versions.
  - FTK/FTK Lab/FTK Enterprise/FTK Central/FTK Plus
- Exterro AD Connector Service
- Collab
- Distributed Processing Manager
- Processing Engine

**Warnings:**

- The patch must be applied to all components within an environment. Failure to adhere to these requirements may result in unexpected and critical errors.
- The latest Site Server must be installed post-patch to ensure full compatibility with agents.
2.2 Prerequisites

The following prerequisites should be ensured to complete the patching process is a seamless manner:

- The latest Windows updates must be installed prior to any patch.
- Processing jobs must not be active during patching.
- The patch must be executed as an Administrator.
- FTK 7.6 has been installed. Patches are cumulative, so users are not required to chronologically install patches and can install the latest patch available (SP3).

**Warning:** If the User Account Control (UAC) is enabled, all prompts must be agreed to by clicking on ‘Yes’.
2.3 Patch Installation

**Note:** Ensure this patch is applied to all machines in the environment. This includes machines with FTK, FTK Lab, FTK Enterprise, FTK Plus or FTK Central as well as any machine being used as a Distributed Processing Manager, Distributed Processing Engine or Exterro AD Connector Service.

**Warning:** Users are advised to install the patch on all processing engines before any distributed processing managers to avoid any connection issues.

**Steps:**

1. Download the [FTK SP3 Installer](#).
2. Navigate to `Forensic_Tools_7.6.0_SP3.exe`.
3. Right click on the file and select ‘Run as Administrator’.
   - The prompt below will be displayed, and the executable will begin to extract its contents ready for the patching process to begin.

4. Click ‘Apply Patch’.
5. Review and accept the EULA and click ‘Continue’.
   - A patch confirmation prompt is displayed.

![Confirmation for a patch install](image)

6. Click ‘OK’ to begin the patching process.
   - The patching process will begin.

**Note:** During the patching process, users may be prompted to forcefully stop a service which may still be in use. It is imperative that these services are stopped to ensure a successful patch.

![AccessData Forensic Tools Patch](image)

The installer will automatically be closed after the patching process is complete.

**Notes:**

- During this process, the patcher will check for dependencies and other components that require patching. This validation is performed for the components such as AccessData Evidence Processing Engine, Exterro Forensic Tools, Exterro FTK Plus, etc. Users must ensure this patch installer is run on distributed machines.
- It is recommended to restart the system once the patching process is completed.
2.4 Site Server Update (FTK Central & FTK Enterprise Installations)

The patching process will not update the existing Site Server installation and as a result users may face compatibility issues with agents.

2.4.1 Updating PostgreSQL

The following steps should be followed only on machines that are only running a Site Server and no other components. However, if the site server is installed on a system with FTK, there will be no need to follow these steps and you can skip to the Updating Site Server section.

Steps:

1. Uninstall the existing PostgreSQL version using Add or Remove Programs in System Settings.
2. Download and unzip the PostgreSQL 14.0 installer.
   - PostgreSQL 14.0 for the Site Server can be downloaded [here](#).
3. Run PostgreSQLSetup_x64.exe as an administrator.
4. From the ‘License Agreement’ page, review and accept the EULA, and click ‘Next’.
5. From the ‘Destination Folder’ setup page, select an **Installation directory** and click ‘Next’.

   ![Destination Folder Setup](image)

6. From the ‘Data Folder’ setup page, select a **Data directory** and click ‘Next’.

   ![Data Folder Setup](image)

   **Warning:** The selected “Data Folder” must be different than the one used by PostgreSQL 11.2 version.
7. From the ‘PostgreSQL Port’ setup page, select a Port and click ‘Next’.

**Warnings:**

- The selected ‘PostgreSQL Port’ must be different than the one used by PostgreSQL 11.2 version. After all migration and upgrade steps are completed, PostgreSQL 14.0 will automatically be set to run on the port originally used by PostgreSQL 11.2 version.

- Selecting the same port will result in the following prompt, click ‘Cancel’ to select a custom port or click ‘OK’ to use port 50000.
8. From the ‘PostgreSQL User Create’ setup page, create a **Password** for the database administrator and click ‘Next’.

![PostgreSQL User Create](image)

9. From the ‘Ready to Install the Program’ page, click ‘Install’.

![Ready to Install the Program](image)

10. When the installation is complete, click ‘Finish’.
2.4.2 Updating Site Server

The following steps must be followed on all machines running a Site Server:

**Steps:**

1. Uninstall the Site Server using **Add or Remove Programs** in System Settings.
2. Navigate to the **Site Server Results** directory.
   - Delete the contents of this folder.
3. Navigate to **AccessData_Site_Server.exe**.
   - The latest Site Server can be downloaded [here](#).
4. Right click on the file and select ‘Run as Administrator’.
5. Click ‘Next’.
6. Review and accept the **EULA** and click ‘Next’.
7. Select the installation directory used prior to uninstalling.
8. Select the Specific User Account and enter the required credentials.
9. Click ‘Next’.
10. Click ‘Install’.
11. Click ‘Finish’.
12. Open the ‘Site Server Configurator’.
13. Enter the PostgreSQL **System Password**.
14. Reselect the desired **Results folder** using the file explorer (...).
   - Alternatively, add/delete a trailing backslash \ at the end of the path.
15. Click ‘Apply’.
   - The service must restart, any working jobs may have to be restarted.
16. Click ‘OK’.
   - It is recommended to reboot the system once the installation has been completed.
3. Migrating PostgreSQL 11.2 to 14.0

3.1 Prerequisites

- The installation and upgrade steps in Upgrading FTK 7.5.2 to FTK 7.6 and FTK 7.6 SP3 - Patching Process have been fully adhered to.
- Download the updated DBConfig from the following location

  https://d1kpmuwb7gyu1i.cloudfront.net/7.6/SP%203/DBConfig_FTK_7.6.0_SP3.zip

3.2 Update DBConfig

Steps:

1. Download the updated DBConfig.
2. Navigate to the Forensic Tools bin folder (typically “<Drive>:\Program Files\AccessData\Forensic Tools\7.6\bin”).
3. Rename the existing DBConfig.exe to DBConfig.exe.bak.

   Note: You may need to have Windows Explorer show file name extensions.

4. Copy the new DBConfig.exe from the downloaded DBConfig_FTK_7.6.0_SP3.zip into the Forensic Tools bin folder.
### 3.3 Migrate PostgreSQL 11.2 Data to 14.0

**Warning:** Ensure PGAdmin.exe is not running before attempting the migration. Failure to do so will result in a failed migration.

**Steps:**

1. Navigate to the Forensic Tools “bin” folder.

   ![Example Path]

   `<Drive:\Program Files\AccessData\Forensic Tools\7.6\bin`

2. Launch the new `DBConfig.exe` as Administrator.

3. In the **AccessData Database Configuration** Tool, highlight your existing **PostgreSQL 11.2** configuration.
   - The **Schema Version** should be **7.1.63.0**, and the **Case Schema Version** should be **7.1.65.0**, indicating that the database contains data for Forensic Tools 7.5.2.

   ![Example Screenshot]

4. Click the ‘Migrate PostgreSQL Data’ button to open the PostgreSQL migration wizard.
5. Configure the required fields for both Postgres 11 and Postgres 14 sections as follows:

- **Port**: The PostgreSQL 11 port is automatically determined from the existing configuration. You will need to manually enter the PostgreSQL 14 port.

- **PostgresDB password**: You must provide the postgres administrator password for both versions of PostgreSQL. If no password was specified when PostgreSQL 11.2 was installed, the default password will be AD@Password.

- **Data Directory**: After completing the Port and Password fields, click the ... (ellipses) button next to the Data Directory fields to populate them automatically.
6. Click the ‘OK’ button to start the migration process.

   **Note:** This process could take some time, and the output may appear to freeze, depending on the amount of database data being migrated.

   **Warnings:**
   - Do not click “OK” to start the migration more than once.
   - Do not click “Cancel” or close the dialog after starting the migration process.

7. Upon upgrading Postgres, click ‘OK’ in the success message prompt.

8. A new configuration entry for ExterroPostgres14 will be automatically added to the list of database configurations.

9. Open the Services snap-in (services.msc).

10. Open the Properties for the PostgreSQL 11.2 service.

11. Set ‘Startup Type’ to ‘Disabled’.

   **Warning:** If the PostgreSQL 11.2 is not disabled, the PostgreSQL 11.2 and PostgreSQL 14.0 services could conflict, and the wrong database could start after rebooting.
3.4 Validate the (Migrated) PostgreSQL 14 Database

Steps:

1. In the AccessData Database Configuration Tool, highlight the new ExterroPostgres14 configuration.
2. Click the ‘Validate’ button.
3. In the ‘System Password’ field, enter the PostgreSQL 14 postgres administrator password.
4. Click the ‘Check Common Options’ button.
5. Click the ‘Validate’ button at the bottom to begin validation.

Note: This process could take some time depending on the amount of database data you have.

6. Click ‘OK’ when ‘Database Validation Successful’ is reported.

Note: If the validation is not successful, please send any messages that accompany the unsuccessful validation to support@exterro.com and do not proceed until the issue is resolved.
3.5 Upgrade the (Migrated) PostgreSQL 14.0 Schema

**Steps:**

1. In the AccessData Database Configuration Tool, highlight the new ExterroPostgres14 configuration.

   ![AccessData Database Configuration Tool](image)

2. Click the ‘Update Database’ button.

3. In the ‘Backup path’ field, provide the path to an existing, but empty, folder that PostgreSQL can back up to.

   ![Validating app db connection information](image)
4. In the ‘System Password’ field, enter the PostgreSQL 14 `postgres` administrator password. This will be the password configured for use in PostgreSQL 11.

5. Uncheck ‘Backup Application Databases’.

6. Click the ‘Update’ button at the bottom to begin validation. This process could take some time depending on the amount of database data you have.

**Notes:**

- The account running the database service must have full permissions to the selected Backup Path.
- If Exterro Forensic Tools is installed on a different server than the database, the Backup Path must be a UNC path that both the Forensic Tools Server and Database Server can access.

7. After the update is completed, ensure the Default box is checked next to the entry for the ExterroPostgres14 database. In addition, ensuring the Schema Version is **7.1.104.0** and Shared Schema Version is **7.1.105.0**. Additionally, please note the newly migrated database will be running on the default port of 5432 and not the port configured during the 7.6 installation.

8. Close the AccessData Database Configuration Tool window and reboot the computer.

9. Launch FTK 7.6.0 and login to the new PostgreSQL 14.0 database.

10. Ensure that all the cases and cases have been migrated successfully.
4. Migration Failure & Steps to revert to an older version

4.1 Scenario 1: Permission issues

**Description:** While the Database migration is in progress, if the Read/Write permissions to the case directories are not appropriately set, you may encounter this issue.

To continue the migration, the user must revert to PG 11 and then set the permissions manually. To do so, follow the below steps:

**Steps:**

1. Close the **DBConfig** file.
2. Open **Control Panel**.
3. Uninstall the following:
   - FTK Suite
   - AccessData PostgreSQL 11.2.0.18
   - AccessData PostgreSQL 14.0.0.30
4. Navigate to the PostgreSQL data directory.

5. Delete the pgData140 case directory.

6. Open RegEdit and navigate to the location provided below:

\Computer\HKEY_LOCAL_MACHINE\SOFTWARE\AccessData\Patches

7. Delete the SP3 Patch listed in the registry.

8. Navigate to the following directories:
   - Program Files\AccessData
   - ProgramData\AccessData\Products

9. Delete any files and folders within these directories.

   **Note:** Ensure that the PG11 data directory and case folders (the location where evidence are stored while processing) are untouched.
10. Re-install FTK 7.5 in ‘Advanced’ mode.

**Note:** While installing the PostgreSQL 11 data directory must be pointed to the Old PG11 Directory. (The user might remember the old PG DB password and FTK Application login password).
The ‘Data Folder Exists’ pop up is displayed.

11. Click ‘Yes’ to proceed with the installation.
12. Upon successful installation, log in to FTK.

   Note: Upon logging in, by default, the PG11 Database authentication is popped up and the corresponding PG11 evidence is listed.

13. Install FTK Suite 7.6 and SP3 patch.
14. Upon installing the SP3 Patch, set the permissions manually by following the steps below.
Providing the User with Read access to the Data folders:

Steps:

1. Navigate to the PostgreSQL 11.2 data folder.
2. Right click on the folder.
3. Click ‘Properties’.
4. Click ‘Security’.
5. Click ‘Advanced’.
6. Click ‘Change’ if the service account is not listed and enter the account details.

7. Click ‘OK’.
8. Check ‘Replace owner on subcontainers and objects’.

9. Check ‘Replace all child object permission entries with inheritable permission entries from this object’.

10. Click ‘Apply’ and ‘OK’.

12. Select the service account.

13. Check ‘Allow’ for both, Read and Write permissions.

14. Click ‘OK’.

15. Navigate to the PostgreSQL 14.0 data folder.

16. Follow all the steps that were performed for PostgreSQL11.2 data folder.

17. Continue with the migration process.
4.2 Scenario 2: No disk space error

**Description:** The migration fails if the available disk space is low.

To continue the migration, the user needs to revert to PG 11 and then has to increase the disk space (at least by double) before restarting the Migration process.

**Steps:**
1. Close the **DBConfig** file.
2. Open **Control Panel**.
3. Uninstall the following:
   - FTK Suite
   - AccessData PostgreSQL 11.2.0.18
   - AccessData PostgreSQL 14.0.0.30
4. Navigate to the PostgreSQL data directory.

5. Delete the pgData140 case directory.

6. Open RegEdit and navigate to the location provided below:

```
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\AccessData\`
```

7. Delete the SP3 Patch listed in the registry.

8. Navigate to the following directories:
   - Program Files\AccessData
   - ProgramData\AccessData\Products

9. Delete any files and folders within these directories.

   **Note:** Ensure that the PG11 data directory and case folders (the location where evidence are stored while processing) are untouched.
10. Re-install FTK 7.5 in ‘Advanced’ mode.

Note: While installing the PostgreSQL 11 data directory must be pointed to the Old PG11 Directory. (The user might remember the old PG DB password and FTK Application login password).
The ‘Data Folder Exists’ pop up is displayed.

11. Click ‘Yes’ to proceed with the installation.
12. Upon successful installation, log in to FTK.

Note: Upon logging in, by default, the PG11 Database authentication is popped up and the corresponding PG11 evidence is listed.

13. Install FTK Suite 7.6 and SP3 patch.
14. Upon installing the SP3 Patch, set the permissions manually by following the steps below.
4.3 Scenario 3: Error / Interrupted while Migration / Schema update

**Description:** Migration failure due to socket connectivity, system restart, Power failures, etc.,

**Migration failure:**

![Schema version not updated after migration:](image)

**Schema version not updated after migration:**
Erron might occur while Schema is updating:
Steps:

1. Close the **DBConfig** file.
2. Open **Control Panel**.
3. Uninstall the following:
   - FTK Suite
   - AccessData PostgreSQL 11.2.0.18
   - AccessData PostgreSQL 14.0.0.30
4. Navigate to the **PostgreSQL** data directory.
5. Delete the **pgData140** case directory.
6. Open **RegEdit** and navigate to the location provided below:

   `Computer\HKEY_LOCAL_MACHINE\SOFTWARE\AccessData\`

   - The PG11 Case directory needs to be remain untouched
   - The PG14 Case directory has to be deleted.
7. Delete the SP3 Patch listed in the registry.

8. Navigate to the following directories:
   - Program Files\AccessData
   - ProgramData\AccessData\Products

9. Delete any files and folders within these directories.

   **Note:** Ensure that the PG11 data directory and case folders (the location where evidence are stored while processing) are untouched.
10. Re-install FTK 7.5 in ‘Advanced’ mode.

**Note:** While installing the PostgreSQL 11 data directory must be pointed to the Old PG11 Directory. (The user might remember the old PG DB password and FTK Application login password).
11. Click ‘Yes’ to proceed with the installation.

12. Upon successful installation, log in to FTK.

   **Note:** Upon logging in, by default, the PG11 Database authentication is popped up and the corresponding PG11 evidence is listed.

13. Install FTK Suite 7.6 and SP3 patch.

14. Upon installing the SP3 Patch, set the permissions manually by following the steps below.
5. Old Content Migrating PostgreSQL 11.2 to 14.0

5.1 Prerequisites

The installation and upgrade steps in sections 2 and 3 have been fully adhered to.

5.2 Validate the (Migrated) PostgreSQL 14 Database

Steps:

1. In the AccessData Database Configuration Tool, highlight the new ExterroPostgres14 configuration.
2. Click the ‘Validate’ button.
3. In the ‘System Password’ field, enter the PostgreSQL 14 “postgres” administrator password.
4. Click the ‘Check Common Options’ button.

5. Click the ‘Validate’ button at the bottom to begin validation.

Note: This process could take some time depending on the amount of database data you have.

6. Click ‘OK’ when ‘Database Validation Successful’ is reported.

   - If the validation is not successful, please send any messages that accompany the unsuccessful validation to support@exterro.com and do not proceed until the issue is resolved.
5.3 Upgrade the (Migrated) PostgreSQL 14.0 Schema

Steps:

1. In the **AccessData Database Configuration Tool**, highlight the new **ExterroPostgres14** configuration.

![AccessData Database Configuration Tool](image)

2. Click the ‘Update Database’ button.

3. In the **Backup path** field, provide the path to an existing, but empty, folder that PostgreSQL can back up to.

![Validating app db connection information](image)
4. In the ‘System Password’ field, enter the PostgreSQL 14 “postgres” administrator password.
5. Uncheck ‘Backup Application Databases’.
6. Click the ‘Update’ button at the bottom to begin validation.

**Notes:**
- This process could take some time depending on the amount of database data you have.
- The account running the database service must have full permissions to the selected Backup Path. If Exterro Forensic Tools is installed on a different server than the database, the Backup Path must be a UNC path that both the Forensic Tools Server and Database Server can access.

7. After the update completes, ensure the **Default** box is checked next to the entry for the **ExterroPostgres14** database. In addition ensuring the **Schema Version** is **7.1.104.0** and **Shared Schema Version** is **7.1.105.0**. Additionally, please note the newly migrated database will be running on the default port of 5432 and not the port configured during the 7.6 installation.

8. Close the **AccessData Database Configuration Tool** window and reboot the computer.
9. Launch FTK 7.6.0 and login to the new PostgreSQL 14.0 database.
10. Ensure that all the cases and cases have been migrated successfully.
Contact Exterro

If you have any questions, please refer to this document, or any other related materials provided to you by Exterro. For usage questions, please check with your organization’s internal application administrator. Alternatively, you may contact your Exterro Training Manager or other Exterro account contact directly.

For technical difficulties, support is available through support@exterro.com.

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